

98-170

From: Jarid Johnson
To: Mike Powell
Date: 2/13/03 5:17PM
Subject: Better cell phoe service now!

EX PARTE OR LATE FILED

Jarid Johnson
123 Sesame Street
San Francisco, CA 94123

RECEIVED

APR 01 2003

February 13, 2003

Federal Communications Commission
Office of Secretary

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

No. of Copies rec'd 62
List ABCDE

98-170

Jarid Johnson

EX PARTE OR LATE FILED

RECEIVED

APR 01 2003

Federal Communications Commission
Office of Secretary

98-170

From: David Dalto
To: Mike Powell
Date: 2/13/03 4:39PM
Subject: Cell Hell

EX PARTE OR LATE FILED

David Dalto
928 Guerrero Street
San Francisco, CA 94110

RECEIVED

APR 01 2003

February 13, 2003

Federal Communications Commission
Office of Secretary

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

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Thank you for your consideration.

Sincerely,

David Dalto

EX PARTE OR LATE FILED

RECEIVED

APR 01 2003

Federal Communications Commission
Office of Secretary

From: Randy Vogel
To: Mike Powell
Date: 2/13/03 5:56PM
Subject: Cell Phone Misery

EX PARTE OR LATE FILED

Randy Vogel
1 Villanova Lane
Oakland, CA 94611-1130

February 13, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

RECEIVED

APR 01 2003

Federal Communications Commission
Office of Secretary

Dear Chair Powell:

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Thank you for your consideration.

Sincerely,

Randy Vogel

EX PARTE OR LATE FILED

RECEIVED

APR 01 2003

Federal Communications Commission
Office of Secretary

From: willard matthews
To: Mike Powell
Date: 2/10/03 3:17PM
Subject: cell phone services

willard matthews
709 maralon dr
va beach, VA 23464

EX PARTE OR LATE FILED

February 10, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

RECEIVED

APR 01 2003

Federal Communications Commission
Office of Secretary

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

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Thank you for your consideration.

Sincerely,

willard matthews

From: Minerva Novoa
To: Mike Powell
Date: 2/13/03 3:38PM
Subject: Cell Service

Minerva Novoa
1329 Willard Street
San Francisco, CA 94117

RECEIVED

'APR 01 2003

Federal Communications Commission
Office of Secretary

February 13, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

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Thank you for your consideration.

Sincerely,

Minerva Novoa

From: M.Steven Dickerson
To: Mike Powell
Date: 2/5/03 12:12PM
Subject: Cellular Coverage and controls

M.Steven Dickerson
114 Camp Winsoki Road
Rensselaerville, NY 12147

February 5, 2003

Federal Communications Commission Chair Michael K. Powell
445 12th St SW
Rm 8-A204
Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

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Thank you for your consideration.

Sincerely,

M. Steven Dickerson

From: www.consumersunion.org
To: Mike Powell
Date: 1/16/03 4:31PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Deborah Fulton
city = Arvada
email = dlfulton@attbi.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/17/03 2:44PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Ken Theobald
city = Susaville, CA
email = ktheobald@hta-cpa.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/17/03 7:40PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

sender = Jeff Jay
city = Grosse Pointe Farms, MI
email = jeffjay@comcast.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/18/03 9:05AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Robin Holden
city = Austin, TX
email = rhjr@alumni.utexas.edu

From: www.consumersunion.org
To: Mike Powell
Date: 1/18/03 1:41PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Warren Volz
city = Austin, TX
email = wrv@po.cwru.edu

From: www.consumersunion.org
To: Mike Powell
Date: 1/19/03 5:41AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

Sam Henson
sender = Sam Henson
city = Tracy
email = sam9w@go.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/19/03 3:42PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Steven Kullenberg
city = Austin
email = Steven863@hotmail.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/19/03 5:35PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

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Thank you for your consideration.

Sincerely,

sender = Herschel Holmes
city = Arlington, VA
email = herschelholmes@vzavenue.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/20/03 1:25PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Dennette Farwell
city = Kenner, LA
email = denfarwell@cox.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/21/03 12:29AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Rick Marotta
city = Revere, MA
email = korn2195@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/20/03 6:54PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Kevin Burke
city = Raleigh
email = kjburke@cs.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/20/03 6:54PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Kerri Burke
city = Raleigh
email = burki17@cs.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/20/03 6:21PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Frances Burke
city = Raleigh
email = franburke1@cs.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/22/03 6:24PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Tam
city = Los Angeles
email = jtcathay@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/22/03 11:09AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

China Darrington
sender = China Darrington
city = Akron, OH
email = china@thumbprint.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/22/03 11:09AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

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Thank you for your consideration.

Sincerely,

China Darrington
sender = China Darrington
city = Akron, OH
email = china@thumbprint.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/23/03 10:10AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

Lynn Driscoll

sender = Lynn Driscoll
city = Bastrop, Texas
email = diamondridgeranch@mail.ev1.net

From: www.consumersunion.org
To: Mike Powell
Date: 1/23/03 12:58PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Pat Tesar
city = Edgerton, WI
email = waldidachs@aol.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/23/03 7:42PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

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Thank you for your consideration.

Sincerely,

sender = Jon Gray
city = New york
email = corguy1@hotmail.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/25/03 1:26AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. The FCC needs to:

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Thank you for your consideration.

Sincerely,

sender = Daniel F Quinn
city = Philadelphia
email = dfpq@aol.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/25/03 9:21AM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

Dear Chairman Powell:

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Thank you for your consideration.

Sincerely,

sender = Chong-Ren Chien
city = Manchester, CT
email = chonger359@yahoo.com

From: www.consumersunion.org
To: Mike Powell
Date: 1/25/03 12:26PM
Subject: Letter to FCC re: Wireless Service

letter1 = Chairman Michael Powell
Federal Communications Commission
Washington, DC 20016

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Thank you for your consideration.

Sincerely,

sender = Henry Calderon
city = Gastonia, NC
email = hecalder@earthlink.net